Helping you feel safer on Twitter

We want people on Twitter to have safe, inclusive, and authentic conversations. We have rules in place and enforce against them, but negative experiences can still happen. So we've created safety tools to help you:

Table of Contents

Feel Safer:

You should feel safer participating in the conversation

- How to report on Twitter 11
- Basic Safety Controls 14
- Muting and Blocking 15
- Remove Followers 16
- Safety Mode 17

Be in Control:

Have control over your experience and what you see on the platform

- Manage Content you See 19
- My DMs 21
- Hide Replies 22
- Conversation Settings 23

Manage your Digital Footprint:

Understand and manage the data others have about you

- General features 24
- Photo-tagging 25
- Discoverability 25
- Data 26

Let's review some of our safety tools

Which of the following are you having trouble with?

An individual account

- Block
- Mute
- Remove Follower
- My DMs

A conversation with many people

- Hide Replies
- Change Who Can Reply
- My DMs

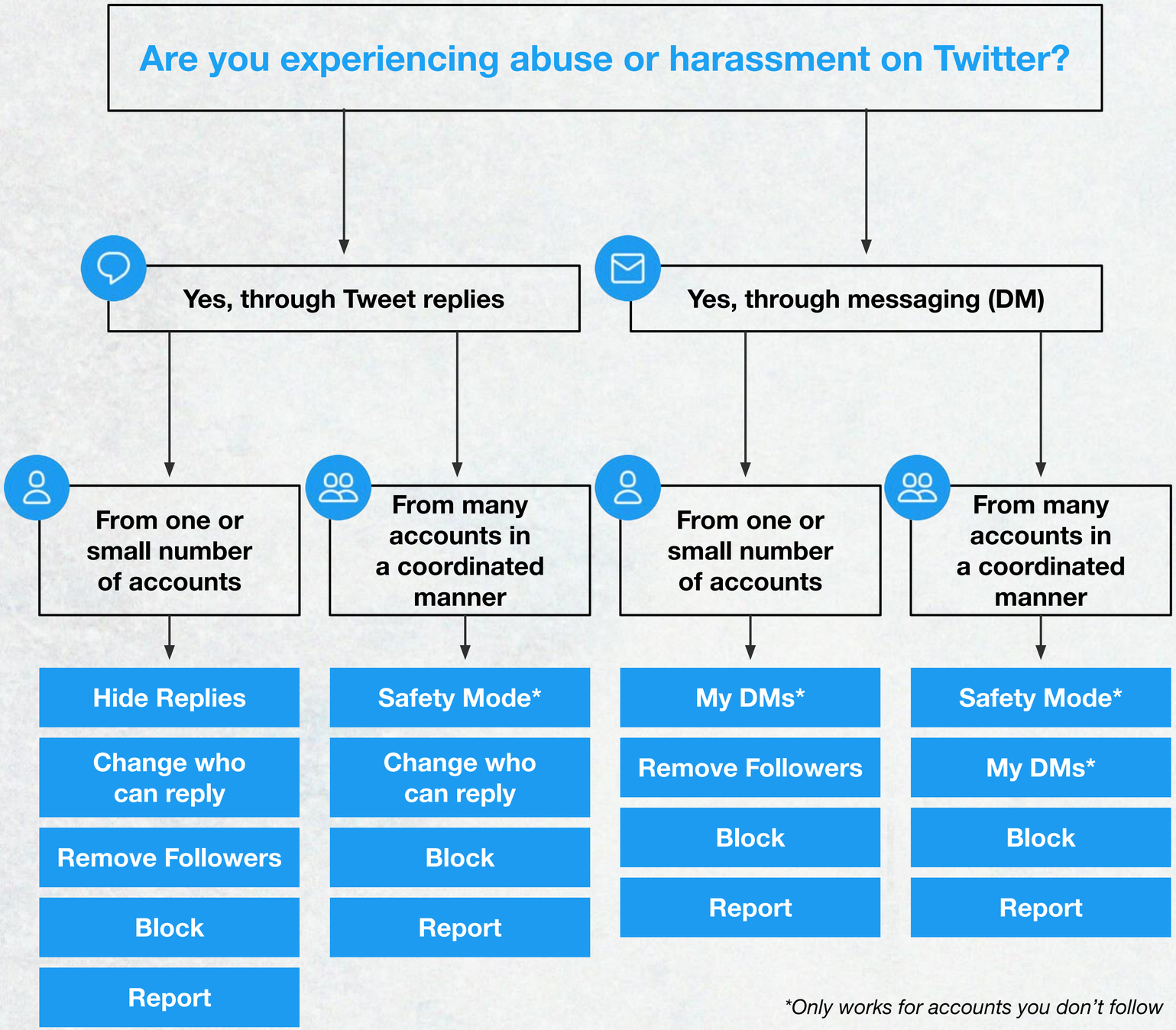
My Twitter feed in general

- Remove Sensitive Content
- Safety Mode

What others might know about me

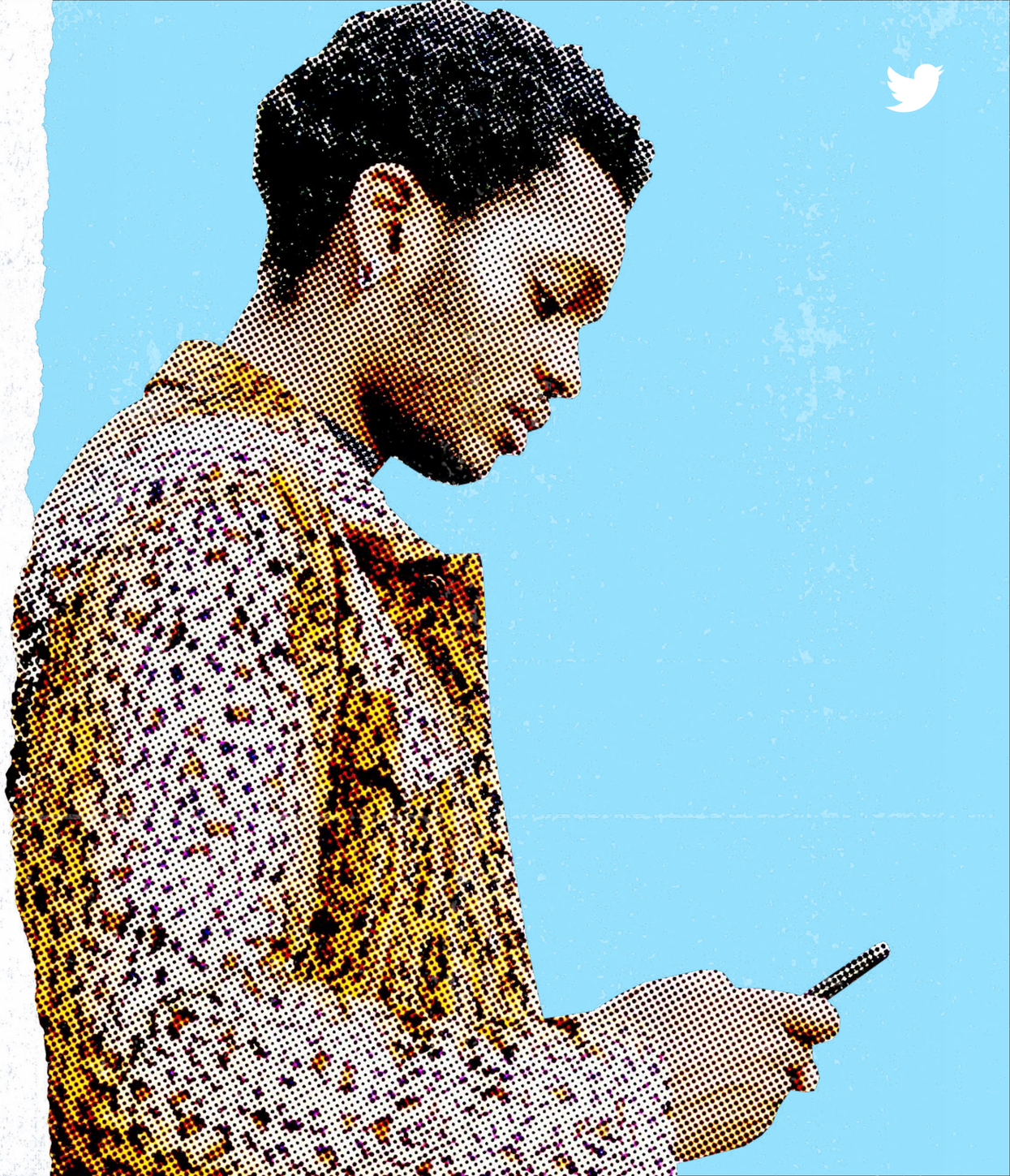
- Enable 2FA
- Protected Tweets
- Turn off photo tagging
- Discoverability
- Data Sharing

Another way to think about these tools



Feeling Safe on Twitter

We know at times you have not had the experience you expected. We'll go over options that might help you.



Twitter has rules related to the following:

Violence
Making violent threats or glorifying violence

Terrorism/violent extremism
Promoting terrorism or violent extremism

Child sexual exploitation
We have zero tolerance for this on Twitter

Abuse / harassment
Wishing or hoping someone experiences harm

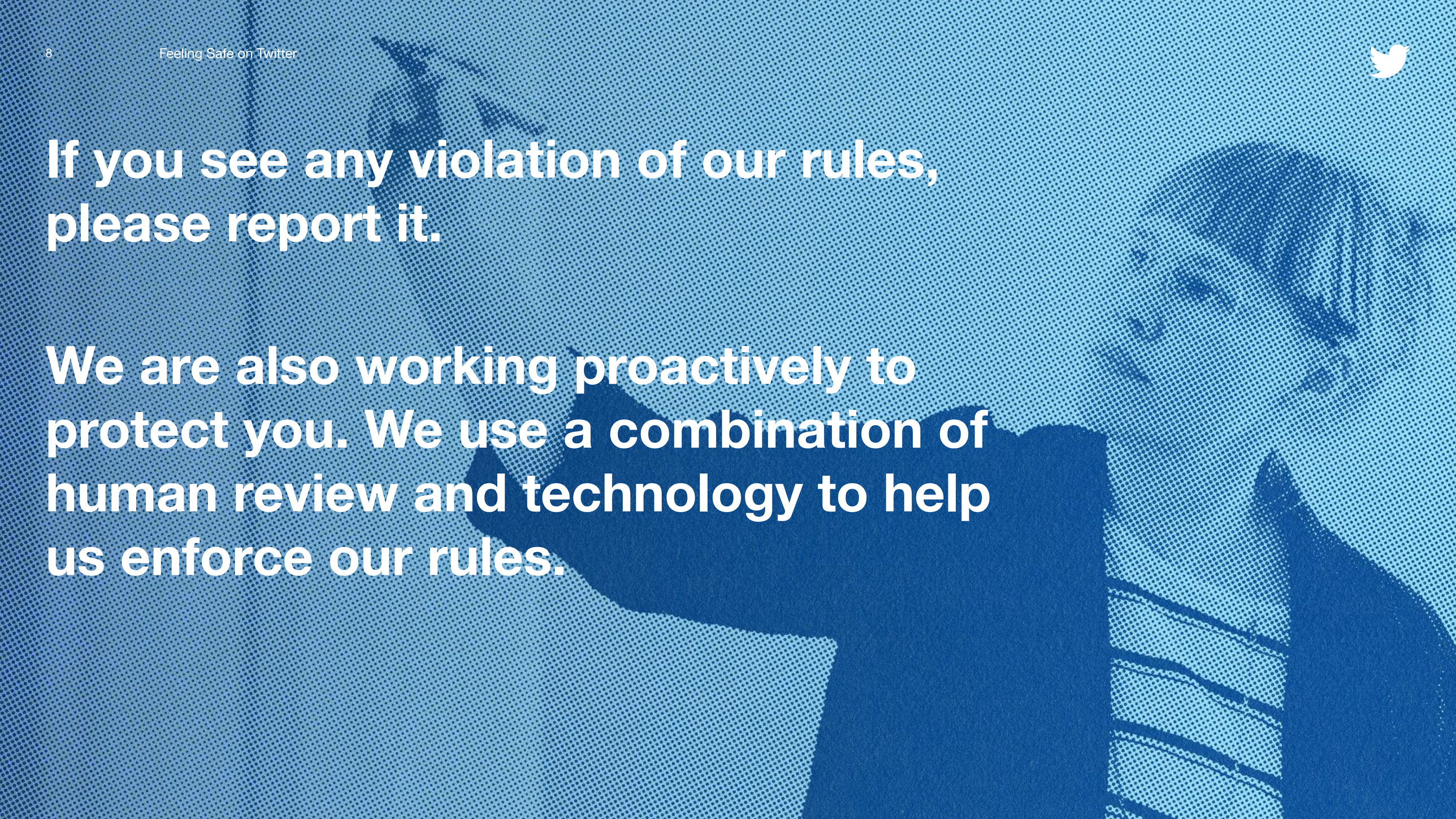
Hateful conduct
Threatening on the basis of protected categories listed here

Suicide or self-harm
Cannot be promoted or encouraged

Abusive sharing of sensitive media
Targeting people with unsolicited images or videos that contain graphic violence, adult content, or hateful imagery

Illegal or specific regulated goods and services
Promotion of illegal activities including selling, buying, or facilitating transactions of illegal goods or services

You can read more about these Safety policies here.



If you see any violation of our rules, please report it.

We are also working proactively to protect you. We use a combination of human review and technology to help us enforce our rules.

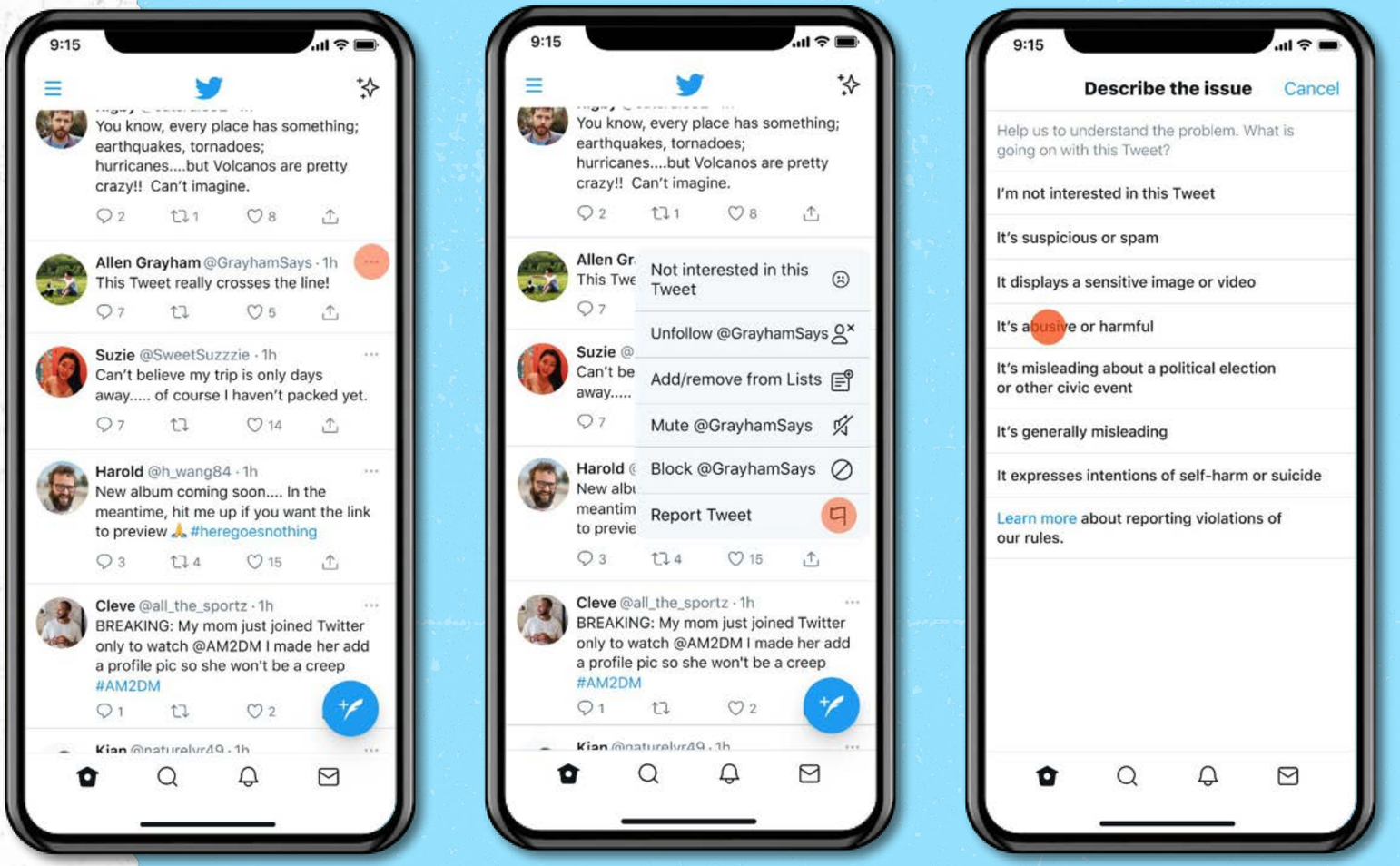
How to report on Twitter

An important option for you

Reporting helps us keep conversations on Twitter healthier. You can use the Report function to report individual Tweets, a DM, or an account itself. They will be monitored by our team on a recurring basis.

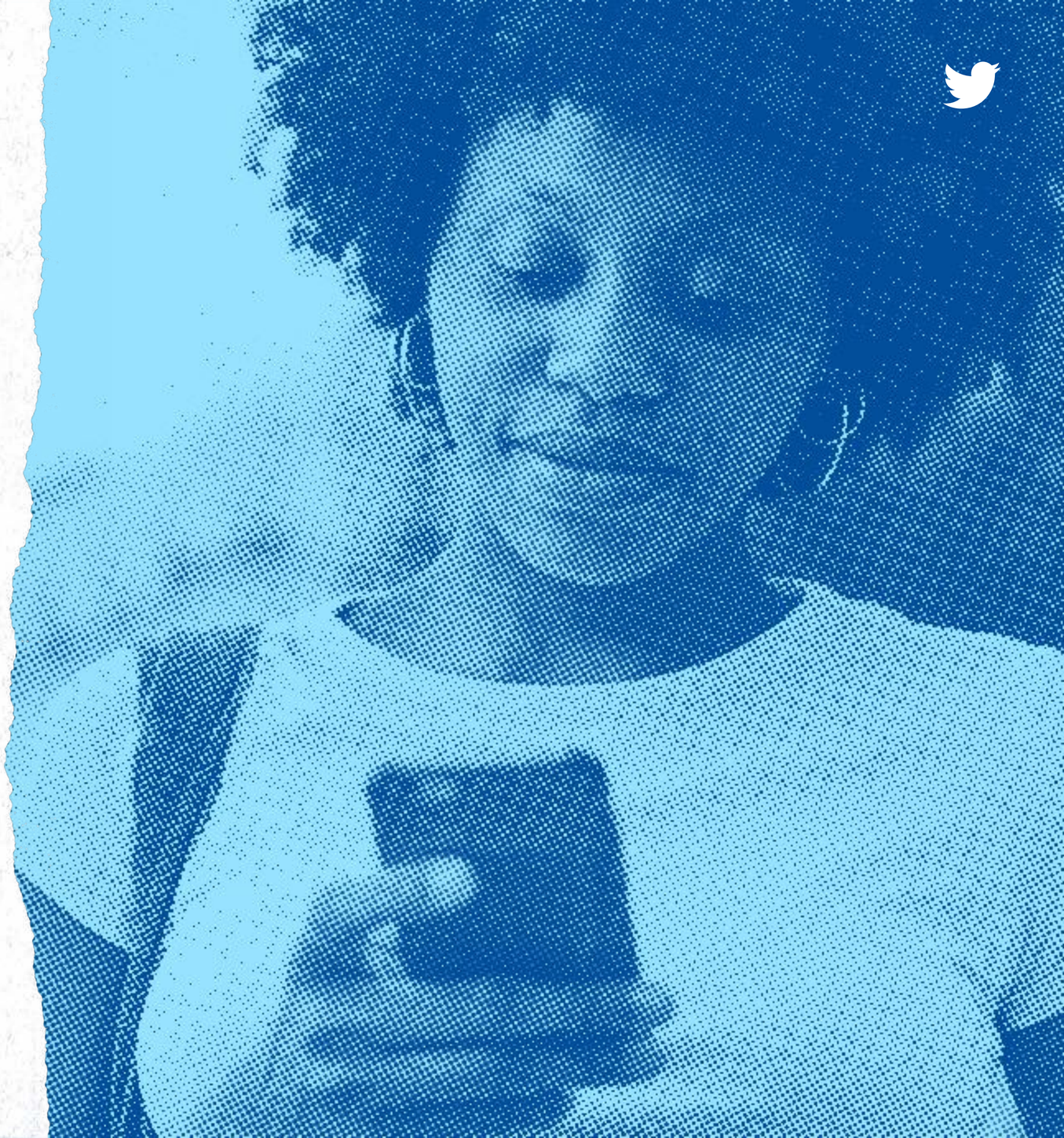
Some common reasons people might report include spam, abusive content, impersonation, copyright, or trademark violations. Learn more about rules and reporting here.

Reporting step by step



Reporting FAQs

- **How do I submit a report?**
  Take a look at this quick video.
- **Why does my reporting flow look different from the video?**
  We are continually improving our reporting process and some details might not look the same as pictured.
- **Can I report multiple Tweets from one account?**
  Yes.
- **When will we hear back from you?**
  After you submit a report, you will see a confirmation email within 24 hours. If there is violation of our policies, we will take action (ranging from a warning to permanently suspending the account). You may receive a follow up from us when we take action.
- **Can someone report on my behalf?**
  Yes, others can report a Tweet directly or via the report form. Though in some instances, a report by the impacted account allows us to better evaluate the context of the reported content.



After you Report

What if my report does not end up violating the Twitter Rules?

If you file a report and it is not found to be in violation of the Twitter Rules, you may still want to take action. There are a number of tools that can help manage your experience moving forward.

Options to consider

Block

Restrict specific accounts from contacting you, seeing your Tweets, and following you. Learn more on the next page.

Filtered Notifications

Get an extra level of control by filtering the notifications you receive. You can filter by using: Quality filter, muted words, and advanced filters.

Sensitive Media

Twitter's default setting is to place potential sensitive material behind a warning. You can opt into viewing this media by adjusting your settings.

Mute

Allows you to remove an account's Tweets from your timeline without unfollowing or blocking it. You can also mute particular words, conversations, phrases, usernames, emojis, or hashtags. Learn more on the next page.

Safe Search

The Safe Search function can help remove potentially sensitive content by default as well as accounts people have blocked and muted, from search results.

Basic Safety Controls

Block

When it becomes too much

Block lets you restrict specific accounts from contacting you, seeing your Tweets, and following your account.

People are not notified when you Block them but if they attempt to visit your profile, they will see a notice that they are Blocked. Note that you'll see labels and warnings if someone you've blocked is speaking in a Space you join.

Learn more about Block here.

Mute

To minimize unwanted noise

Mute is helpful if you want to keep following people but need to turn down their volume or reduce the number of their Tweets in your timeline. They won't know you've muted them and you can unmute them later if you want.

You can mute accounts as well as keywords from appearing in Notifications, on Home timeline, and in conversations. Muting keywords is a proactive way of avoiding certain themes and content.

You can also mute entire conversations, for which you will stop receiving notifications, but those muted conversations can appear in your timeline.

Learn more about Mute here.

How to think about muting and blocking

Muting an account you follow

Alice wants to keep following Bob's account, but she doesn't want to see Bob's Tweets in her timeline.

Alice only wants to see content from Bob that involves her (like mentions and Direct Messages).

Bob won't see that he's been muted by Alice.

Muting an account you don't follow

Alice doesn't want to follow Bob, and she doesn't want to see Bob's Tweets in her timeline.

Alice isn't interested in Bob's Tweets, but Bob keeps mentioning her and cluttering her notifications timeline.

Bob won't see that he's been muted by Alice.

Blocking an account

Alice doesn't want Bob to follow her or see her Tweets. She doesn't want to see Bob's Tweets either.

Alice doesn't want to get any notifications from Bob.

Bob will see that he's been blocked when he visits Alice's profile.

Remove followers

Remove followers without blocking them

This feature allows people to limit interactions with someone without having to block them. It is intended for everyone but can be specifically helpful for:

- People with public accounts who don't receive "accept" or "reject" follow requests.
- People who are moving from Public to Protected Tweets.
- People who want to curtail interactions with others without the severity of blocking.

It is currently available through web (desktop) only.

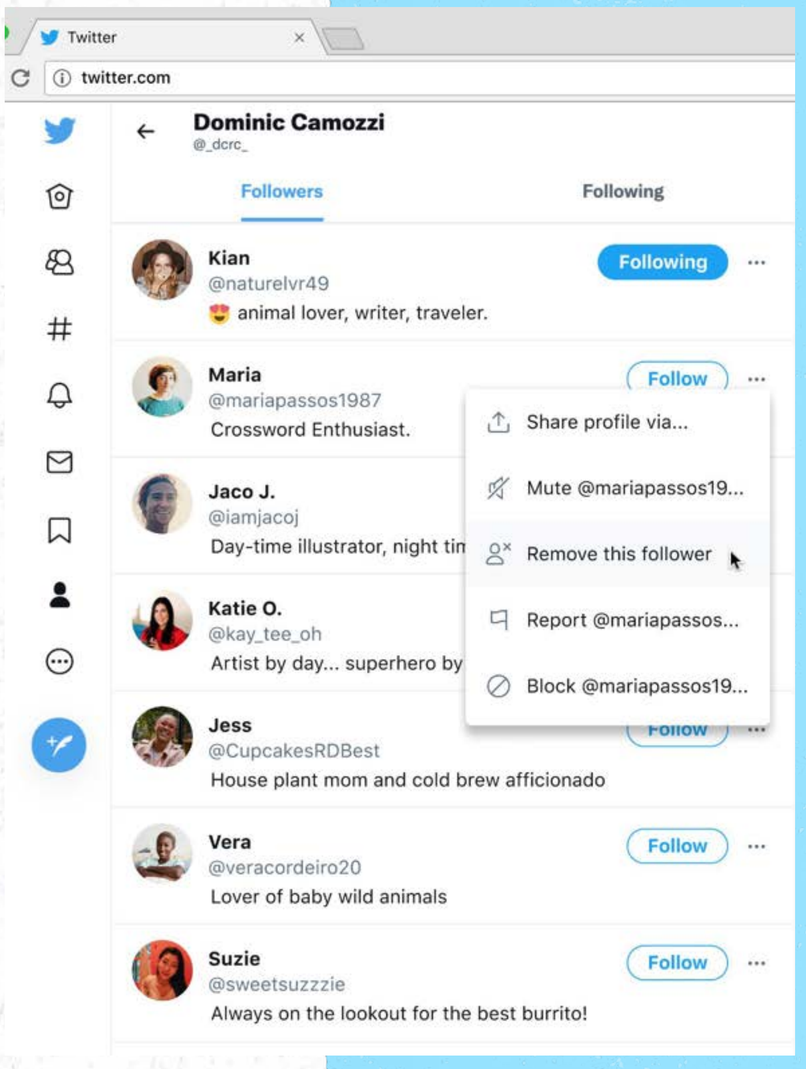
FAQs

- **How can I remove a follower?**
  You can remove a follower from your Followers list or on their Profile.

- **Can I remove followers even if my Tweets are public?**
  Yes, followers can be removed regardless of whether their Tweets are Protected or Public.

- **Are people notified if you remove them?**
  No, they will not be notified by Twitter if you remove them as a Follower, but they will be able to Follow you again.

- **How did people with public profiles remove followers before this feature?**
  Before this feature, both people with Public and Protected Tweets could remove a follower by blocking and then unblocking them.



Safety Mode

The big red emergency button

Currently in Beta, globally available soon

Safety Mode aims to automatically block accounts that appear to violate Twitter Rules or might be using insults, name-calling, strong language, or hateful remarks. It's meant to proactively keep you safe from unwanted interactions.

Accounts are auto-blocked for seven days, but auto-block can be adjusted or undone at any point.

This is an optional and temporary safety control. We're always clear if a block was made by Safety Mode or by you.

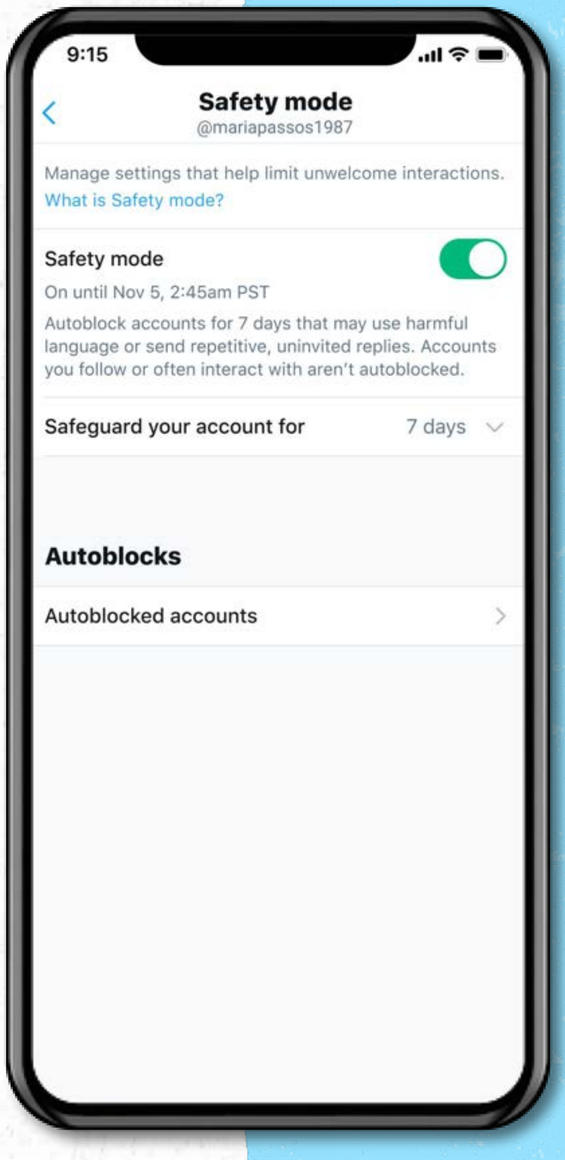
Learn more about Safety Mode here and here.

FAQs

- **Who is this feature for?**
  It's for everyone, but especially for marginalized communities and female journalists. Through tools like this, customers can decide where to draw the line in conversations that might impact psychological or emotional safety.

- **Why not just manually block?**
  Safety Mode helps when you experience 'dogpiling' or abuse / spam from many people at once. It can be overwhelming to spend time blocking accounts at this scale so we created this tool to lift the burden for you.

- **When will this feature be available to everyone?**
  We plan to launch globally in early 2022.



Be in Control

Have control over your messages, your conversations, and what you see on the platform.

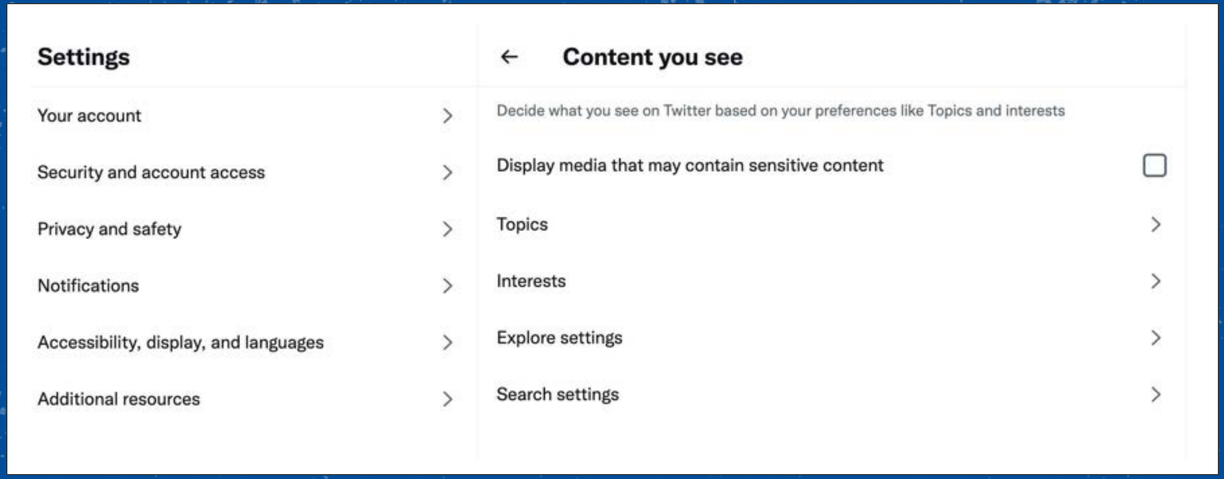
Manage Content you See

Stop seeing uncomfortable or irrelevant content

If certain kind of sensitive content (e.g., violence or nudity) makes you uncomfortable, you can navigate to **Privacy and Safety → Content you see** and make sure that the **"Display media that may contain sensitive content"** box is unchecked. ***(Can be updated on Web only.)***

If you don't want sensitive media to show up in your search results, you can also enable **Safe Search** mode by clicking into **Search Settings** and hiding sensitive content. ***(Can be updated on Web only.)***

Lastly, you can review and modify the **'Interests'** section to manage the themes and topics that Twitter recommends to you on your Home timeline.



My DMs

Controlling who messages you

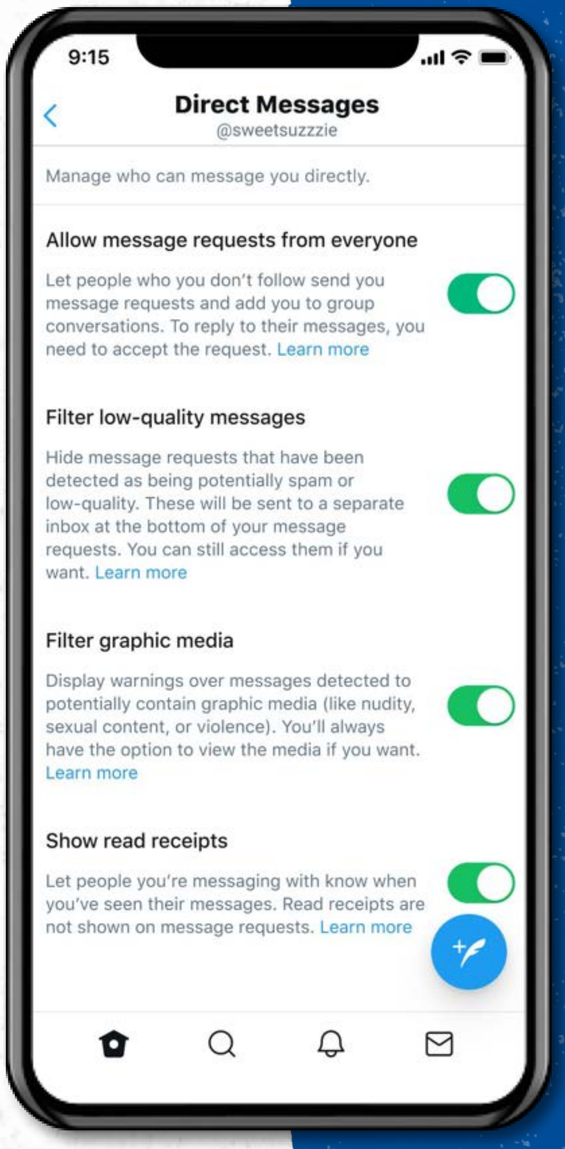
Direct Messages allow you to have a private conversation or create a group conversation, but sometimes people receive unwanted DMs. DM settings allow you to filter out unwanted messages and limit messages from people you don't follow.

- If the setting is turned off, you will only receive messages from people you follow
- Can toggle the Quality filter to exclude low-quality or potentially spammy DMs

Learn how to utilize these settings here.

FAQs

- **If I delete a DM, is it deleted for other people in the conversation too?**
  No. When you delete a Direct Message or conversation, it is deleted from your account only. Others in the conversation will still be able to see Direct Messages or conversations that you have deleted.
- **If I have blocked an account, can they DM me?**
  No. Blocked accounts are unable to DM you.



Hide Replies

Managing the tone of your conversation

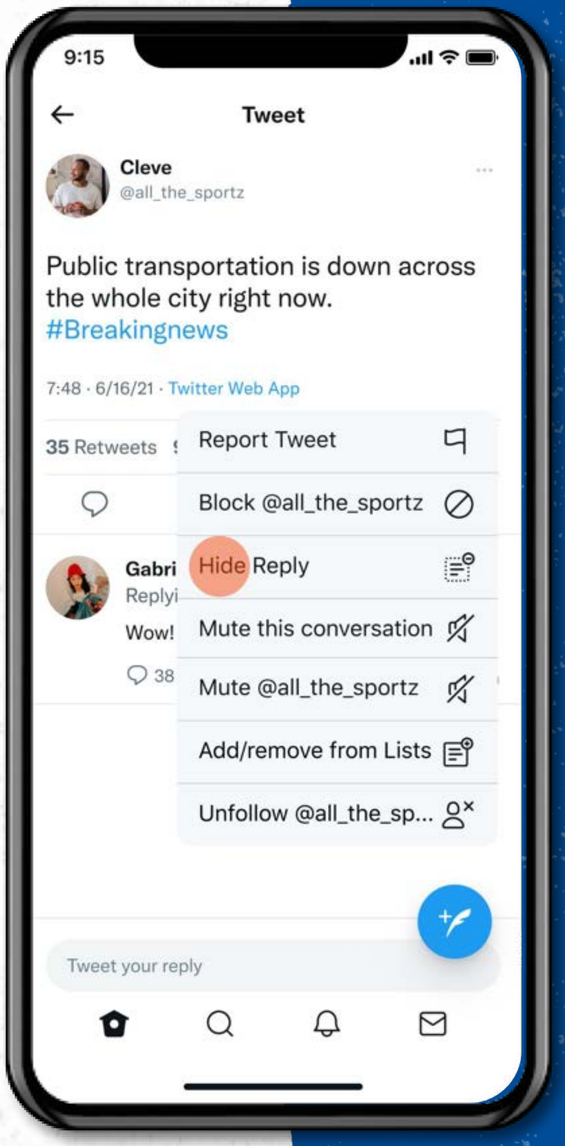
The Hide Replies features allow you to control who gets visibility in your conversations. If you believe a reply is off-topic or spammy and detracts from the conversation, you can click on the reply and hide it. Replies are not deleted but placed behind an extra click.

Learn how to Hide Replies here.

FAQs

- **Could a feature like this prevent conversation?**
  This feature is meant to promote online safety and civility. Replies will be still accessible for anyone who clicks into the hidden replies section.

- **Can the replier see if I hid their reply?**
  Yes. Anyone who has access to the original Tweet can see which replies were hidden.



Conversation Settings

Directly controlling who can reply

Sometimes people are more comfortable Tweeting when they can choose who can reply.

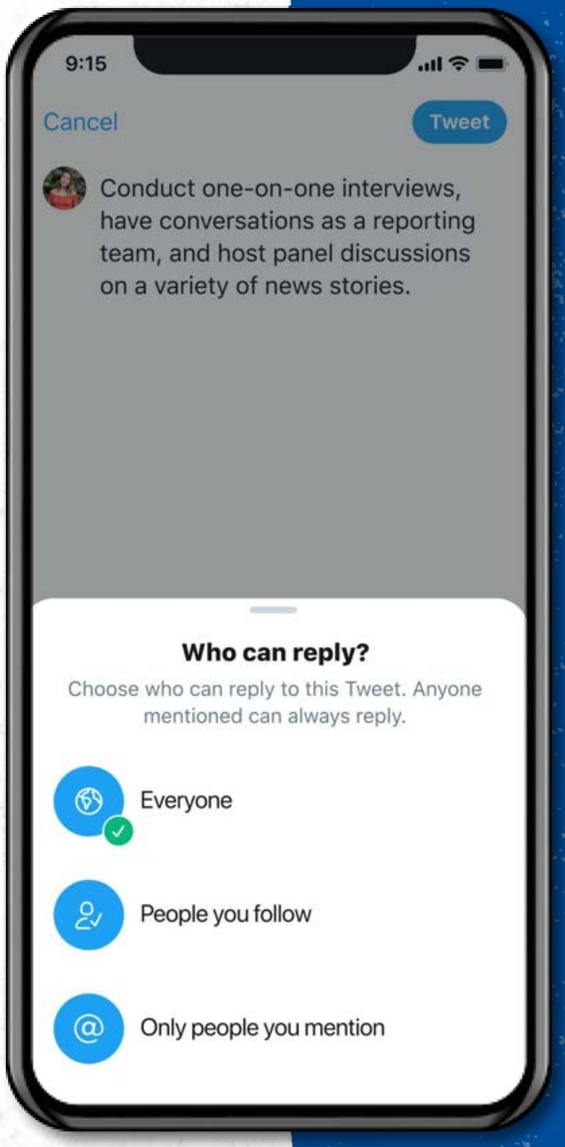
Using conversation settings frees you up so you can engage in more meaningful conversations and avoid unwelcome replies.

This feature can help you proactively manage a conversation without having to use Block and can prevent spam.

While everyone can see the Tweet and conversation, depending on your setting, not everyone would be able to reply.

FAQs

- **When can I change conversation settings?**
  You can modify this before you Tweet but also after you have Tweeted.
- **Can others still engage with the Tweet?**
  Yes. People who can't reply will still be able to view, Retweet, Retweet with Comment, share, and like these Tweets.
- **How is the setting useful for journalists?**
  News outlets and journalists have used the conversation settings to conduct one-on-one interviews, have conversations as a reporting team, and host panel discussions.



Manage your digital footprint

Keep yourself and your data safe on Twitter. Here's where to start.

Helping secure your account

Use two-factor authentication:

Add an extra layer of security for your account that allows you to add a further security check in addition to your password. Navigate to Settings and privacy → Security and account access → Security.

Enable password reset protection:

Select this option so that you're asked for the associated email address and phone number for the account. This will enable a password reset email or text. Use a strong password that you won't use on other websites. Navigate to Settings and privacy → Security and account access → Security.

Consider protecting your Tweets:

When you sign up for Twitter, your Tweets are public and able to be seen by all. But, you can also choose to make your Tweets visible only to your followers. You'll receive a request whenever someone wants to follow you. Navigate to Settings and privacy → Privacy and safety →Audience and tagging.

Beware of suspicious messages:

Twitter will only reach out to you in-app or via an email from the following domain https://twitter.com. If you're in any doubt, go directly to Twitter.com and log in there.

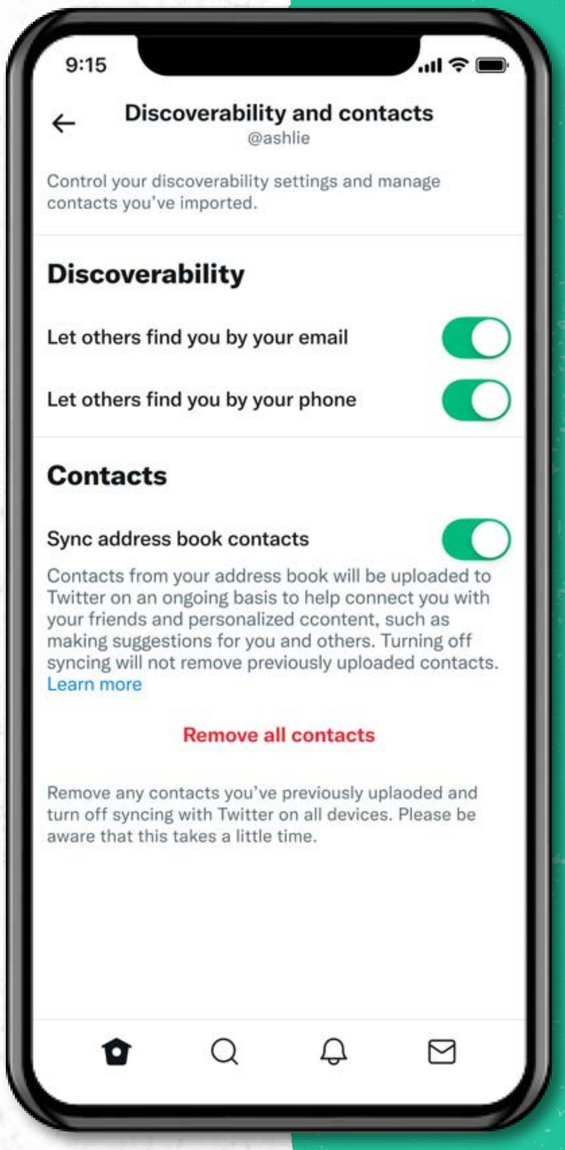
Controlling your public visibility

Turn off photo tagging:

To minimize sharing your name to the public, you can disable a feature that allows anyone to tag you in a photo or limit tagging by only those you follow. This can be found in Settings and privacy → Privacy and safety →Audience and tagging.

Discoverability by others:

When someone new joins Twitter, your account may be suggested for them to follow if they, and Twitter, have access to your email and/or phone number. If you don't want to be suggested to new accounts based on this data, you can disable your discoverability by email and/or discoverability by phone number.

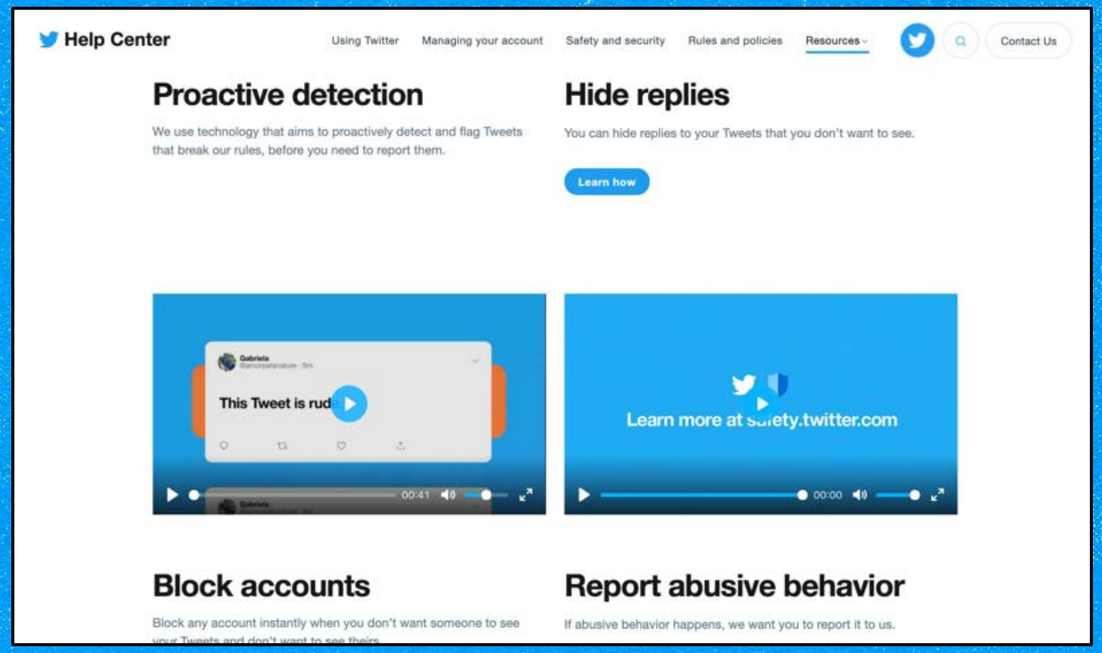


It’s important for you to have access to all your data

Twitter believes that everyone who uses our services should understand and have meaningful controls over their data.

Navigate to **Settings and privacy → Privacy and safety** to learn and adjust your settings. You can learn more about privacy in our Privacy Center as well.

To see all the data that Twitter has on file about you, navigate to:

Settings and privacy → Your Account. You will be asked to provide your account information and will be able to **download an archive of your data**.

To learn more about how to create a safe space for yourself on Twitter, view these Safety videos or visit the Safety & Security hub.